

**FCC Form 481 - Carrier Annual Reporting  
Data Collection Form**FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name: Person USAC should contact with questions about this data	Chris Nierman
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	CNierman@gci.com
Form Type		54.313 and 54.422

**(100) Service Quality Improvement Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

<110>	Has your company received its ETC certification from the FCC?	(yes / no )	<input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no )	<input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.


<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

<210> For the prior calendar year, were there any reportable voice service outages? Yes

-- See attached worksheet --

**(300) Unfulfilled Service Request  
Data Collection Form**FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

&lt;300&gt; Unfulfilled service request (voice)

87

619014AK310.pdf

&lt;310&gt; Detail on attempts (voice)

Name of Attached Document

&lt;320&gt; Unfulfilled service request (broadband)

&lt;330&gt; Detail on attempts (broadband)

Name of Attached Document

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only mobile voice	
<410>	Complaints per 1000 customers for fixed voice	
<420>	Complaints per 1000 customers for mobile voice 0.102	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<440>	Complaints per 1000 customers for fixed broadband	
<450>	Complaints per 1000 customers for mobile broadband	

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
619014AK510.pdf		
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	

<b>(600) Functionality in Emergency Situations</b>		FCC Form 481
<b>Data Collection Form</b>		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	619014AK610.pdf

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

<701>	Residential Local Service Charge Effective Date	1/1/2016
<702>	Single State-wide Residential Local Service Charge	

[illegible]



<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

[illegible]

**(800) Operating Companies  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com
<810>	Reporting Carrier	GCI Communication Corp.
<811>	Holding Company	GCI Holdings, Inc.
<812>	Operating Company	n/a

[illegible]

**(900) Tribal Lands Reporting  
Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

 <900> Does the filing entity offer tribal land services? (Y/N) Yes

This list will be attached to the Engagement Obligation pdf as it exceeds the 1000 character limit.

&lt;910&gt; Tribal Land(s) on which ETC Serves

&lt;920&gt; Tribal Government Engagement Obligation

619014AK920.pdf

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable
Yes
<div style="background-color: #cccccc; height: 15px;"></div>
Yes
Yes
Yes
Yes
Yes
Yes
Yes

**(1000) Voice and Broadband Service Rate Comparability  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance 619014AK1010.pdf

---

Name of Attached Document

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband comparability compliance

---

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

&lt;1100&gt; Certify whether terrestrial backhaul options exist (Y/N)

Yes

&lt;1130&gt; Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

**(1200) Terms and Condition for Lifeline Customers**  
**Lifeline**  
**Data Collection Form**

FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <http://www.gci.com/wireless/plans/lifeline>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- |  |                                     |
|--|-------------------------------------|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> Details on the number of minutes provided as part of the plan,  | <input checked="" type="checkbox"/> |
| <1223> Additional charges for toll calls, and rates for each such plan.  | <input checked="" type="checkbox"/> |

**(2000) Price Cap Carrier Additional Documentation**

FCC Form 481

**Data Collection Form**

OMB Control No. 3060-0986/OMB Control No. 3060-0819

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

**Incremental Connect America Phase I reporting**

- <2010> 2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support
- <2011> 3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support
- <2022> Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.
- <2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(ii). Round 2 recipients only.
- <2024A> Round 2 Recipient of Incremental Support?
- <2024B> Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.
- <2025A> Round 1 or Round 2 Recipient of Incremental Support?
- <2025B> Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

Name of Attached Document Listing  
Required Information

Name of Attached Document Listing  
Required Information

**(2000) Price Cap Carrier Additional Documentation (Continued)**

FCC Form 481

**Data Collection Form**

OMB Control No. 3060-0986/OMB Control No. 3060-0819

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

July 2013

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

&lt;2016&gt; Certification support used to build broadband

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

&lt;2017A&gt; Connect America Fund Phase II recipient?

&lt;2017B&gt; Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

Name of Attached Document Listing  
Required Information

cap carrier used for capital expenditures in 2015.

&lt;2018&gt; Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)

Name of Attached Document Listing  
Required Information

&lt;2019&gt; Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

&lt;2020&gt; Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

&lt;2021&gt; Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

&lt;2026&gt; Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

&lt;2027&gt; Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)



<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	
(3010A)	Milestone Certification {47 CFR § 54.313(f)(1)(i)}	
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No) <input type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No) <input type="radio"/> <input type="radio"/>
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No) <input type="radio"/> <input type="radio"/>
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.	<input type="checkbox"/>
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.	<input type="checkbox"/>
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information

**(3005) Rate Of Return Carrier Additional Documentation (Continued)**

FCC Form 481

**Data Collection Form**

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

**Financial Data Summary**

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

**4001.** Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

**4003a.** RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information

**Certification - Reporting Carrier  
Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: GCI COMMUNICATION CORP.	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 07/01/2016
Printed name of Authorized Officer: Lynda Tarbath	
Title or position of Authorized Officer: VP, CAO	
Telephone number of Authorized Officer: 9078685638 ext.	
Study Area Code of Reporting Carrier: 619014	Filing Due Date for this form: 07/01/2016
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**Certification - Agent / Carrier  
Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010> Study Area Code	619014
<015> Study Area Name	GCI COMMUNICATION CORP.
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035> Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent Firm:	
Signature of Authorized Agent or Employee of Agent:	Date: 07/01/2016
Name of Authorized Agent Employee:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments

**(200) Service Outage Reporting (Voice)****Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

&lt;210&gt; For the prior calendar year, were there any reportable voice service outages?

Yes

&lt;220&gt;

<a>	<b1>	<b2>	<b3>	<b4>	<c1>	<c2>	<d>	<e>	<f>	<g>	<h>
NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
00-000000	01/05/2015	18:31	01/05/2015	22:06	1000	39844	Yes	911, E911 or NG911 Services only	Yes	Optical amplifier card in the DWDM equipment was replaced.	None at this time.
00-000000	03/19/2015	18:14	03/19/2015	21:27	96000	160059	Yes	Cellular,Voice Over LTE (VoLTE)	Yes	The failed rectifiers were replaced and battery plant returned to a full charge.	Facilities engineering is reviewing the DC infrastructure and will be making recommendations.
00-000000	03/31/2015	18:38	04/02/2015	04:49	2000	3419	No	Cellular	No	Replacement module is being expressed shipped to Deadhorse.	None at this time.
00-000000	03/31/2015	18:46	04/01/2015	03:13	130000	226500	No	Cellular,Voice Over LTE (VoLTE)	Yes	Vendor reset each of the thirteen Regional Processors. This restored the SS7 links.	Vendor is investigating the root cause.
00-000000	03/19/2015	18:05	03/20/2015	03:18	750	39844	Yes	911, E911 or NG911 Services only	Yes	Technicians identified the failed card and replaced it.	None at this time. Card will be returned to the manufacturer to be analyzed.
00-000000	03/31/2015	18:19	04/01/2015	04:53	100	3419	Yes	Cellular	No	Technician replaced the failed card.	None at this time. Card will be returned to the vendor to determine why it failed.
00-000000	06/08/2015	18:03	06/08/2015	20:48	762	88137	Yes	Voice Over LTE (VoLTE),911, E911 or NG911 Services only	No	Technicians repaired and respliced the cable.	Locates were performed for the contractor.
00-000000	06/08/2015	18:09	06/08/2015	23:27	55000	226500	No	Cellular,Voice Over LTE (VoLTE)	Yes	Software was rolled back to the previous version.	Vendor is evaluating their procedure
00-000000	06/08/2015	18:16	06/09/2015	01:46	1835	5027	No	Wireline (including cable) Voice (non-VoIP),Cellular	No	Outside plant cut the burnt section out and spliced in replacement cable.	Engineering request has been submitted to build a diverse fiber path.
00-000000	06/08/2015	18:40	06/09/2015	13:47	317	1347	Yes	911, E911 or NG911 Services only	No	Repairs completed on the satellite dish.	Evaluation of maintenance procedures to possibly determine the fragility of the feedhorn covering.
00-000000	06/08/2015	19:45	06/09/2015	03:24	3916	23868	No	Wireline (including cable) Voice (non-VoIP),Cellular	No	Vendor TAC found a critical component of the database had become corrupted and required rebuilding.	None at this time.
00-000000	06/25/2015	19:39	06/26/2015	00:43	15000	64890	No	Cellular	Yes	Outside plant crews dispatched and repaired and respliced the fiber optic cable.	Unknown.
00-000000	06/25/2015	19:44	06/25/2015	22:50	165327	226500	No	Cellular,Voice Over LTE (VoLTE)	Yes	The long duration calls forced dropped. Service was disconnected. Expand the trunk group size.	Trunk group was expanded in size.

**(200) Service Outage Reporting (Voice)****Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

&lt;210&gt; For the prior calendar year, were there any reportable voice service outages?

Yes

&lt;220&gt;

<a>	<b1>	<b2>	<b3>	<b4>	<c1>	<c2>	<d>	<e>	<f>	<g>	<h>
NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
00-000000	07/14/2015	18:25	07/14/2015	19:36	800	15435	Yes	Wireline (including cable) Voice (non-VoIP)	Yes	Vendor will be analyzing the card failure and determine if any actions need taken.	Vendor will be analyzing the card failure and determine if any actions need taken.
00-000000	07/14/2015	18:08	07/15/2015	21:15	721	2790	No	Cellular	No	Card was replaced with a spare.	Card was replaced with a spare.
00-000000	08/26/2015	18:39	08/27/2015	06:38	127	88137	Yes	Voice Over LTE (VoLTE), 911, E911 or NG911 Services only	Yes	Cable slack was pulled, fibers respliced and then the cable was re-hung.	None at this time.
00-000000	08/26/2015	18:50	08/26/2015	20:47	10000	22168	No	Cellular	Yes	Network administrators null routed traffic to/from the user being attacked.	Null routing of the users traffic.
00-000000	08/26/2015	18:53	08/26/2015	19:46	150000	150000	No	Wireline (including cable) Voice (non-VoIP), Cellular, Voice Over LTE (VoLTE)	Yes	A failed 10GE interface card was replaced.	Any further steps are pending vendor recommendation.
00-000000	08/26/2015	18:58	08/27/2015	08:25	226500	226500	No	Wireline (including cable) Voice (non-VoIP), Cellular, Voice Over LTE (VoLTE)	Yes	We are awaiting the report from our third-party vendor.	None at this time.
00-000000	08/26/2015	19:02	08/26/2015	20:17	123000	226500	No	Cellular, Voice Over LTE (VoLTE)	Yes	The processes for the SS7 links were stopped and then restarted in the MSC.	None at this time. Actions may be taken based on the vendors findings.
00-000000	09/11/2015	20:11	09/12/2015	19:21	989	7946	No	Cellular	No	New microwave link.	None at this time.
00-000000	09/11/2015	12:12	09/12/2015	03:18	500	15435	Yes	Wireline (including cable) Voice (non-VoIP), Cellular	Yes	Restoral was accomplished with a temporary ground lay fiber.	Construction crew working with GPS coordinates taken when the cable was installed.
00-000000	09/30/2015	18:00	09/30/2015	21:02	235	22168	Yes	Cellular	No	The erroneous secondary route was removed.	Investigating what procedures and process changes need to be updated and/or strenthened.
00-000000	10/01/2015	18:08	10/05/2015	01:20	117	14774	No	Wireline (including cable) Voice (non-VoIP), Cellular	No	Technicians identified that the IP switch was corrupted and re-configured it.	Technicians identified that the IP switch was corrupted and re-configured it.
00-000000	10/01/2015	18:40	10/02/2015	06:21	331	331	Yes	Wireline (including cable) Voice (non-VoIP)	No	Restoral of power and power cycle of equipment	Need to confirm battery backup for the PIX router
00-000000	10/23/2015	15:28	10/23/2015	18:50	13000	34044	Yes	Wireline (including cable) Voice (non-VoIP), Cellular	Yes	Traffic was moved to an alternate facility. Radio was rebooted and carrying less traffic.	Working with vendor.



## Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com

Yes

[illegible]

<b>(700) Price Offerings including Voice Rate Data</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

July 2013

<701>	Residential Local Service Charge Effective Date	1/1/2016
<702>	Single State-wide Residential Local Service Charge	

[illegible]

<b>(800) Operating Companies</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chris Nierman
<035>	Contact Telephone Number - Number of person identified in data line <030>	2024578815 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	CNierman@gci.com
<810>	Reporting Carrier	GCI Communication Corp.
<811>	Holding Company	GCI Holdings, Inc.
<812>	Operating Company	n/a

[illegible]

**GCI Communication Corp.**

SAC: 619014

Form 481: (300) *Unfilled Service Requests (voice)*

In 2015, GCI had 87 instances in which it was unable to improve wireless coverage on a short term basis. In all cases, the customers were given the option of roaming on another carrier's network in the affected area or porting their numbers to a GCI wireless competitor. Some of these customers elected roaming for their wireless service, while others elected to discontinue service. Other customers were determined to be in a low coverage area and GCI was unable to provide a solution for the limited wireless coverage.

GCI reports these matters in the event the Commission considers them encompassed by the reporting requirement herein. There are no other service denials to report.

<b>Incident Number</b>	<b>City</b>	<b>Incident Reported on</b>	<b>Customer Issue</b>	<b>Resolution</b>	<b>Summary</b>
1	PALMER	1/2/2015 1:45:39 PM	Weak Signal	Customer provided Femto cell	Femto
2	TALKEETNA	1/17/2015 12:35:35 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer gets improved signal on ANOTHER CARRIER	ENABLED ROAMING
3	KOTLIK	2/1/2015 5:04:21 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer in known low signal area on far west edge of town	NO CHANGE
4	BIG LAKE	2/15/2015 4:28:42 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer reports improved coverage	COVERAGE IMPROVED
5	WILLOW	2/19/2015 6:57:44 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	New equipment, including LTE, has been added to the Willow cell sites since this ticket was opened. Multiple messages left to confirm coverage with no callbacks from customer.	NO FURTHER TROUBLE REPORTS
6	ANCHORAGE	2/22/2015 10:22:05 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer provided Femto cell Solution	FEMTO CELL
7	SEWARD	2/23/2015 1:29:22 AM	QUALITY (DROPPED	Offered Customer Femto cell Solution	DISCONNECTED

			CALLS, WEAK SIGNAL, ETC)	before they disconnected services with us	
8	WASILLA	2/23/2015 9:42:07 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer moved out of state and had services disconnected	DISCONNECTED
9	UNALASKA	2/24/2015 10:18:41 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Outage was ongoing when this ticket was opened. Multiple messages left with customer to check on status of line after outage was resolved. Protrace shows normal call activity with little to no failures.	NO FURTHER TROUBLE REPORTS
10	PALMER	2/26/2015 4:18:45 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Issue appeared to be due to temporary issues with network. Left multiple voicemails with customer to contact us back to verify services are issues were resolved.	NO FURTHER TROUBLE REPORTS
11	SITKA	3/4/2015 1:29:13 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Left multiple voicemails trying to reach customer to see if was still having problems. Account notes show customer has reported problems and has had them resolved, but has not reported any further problems with her service at home.	NO FURTHER TROUBLE REPORTS
12	SEWARD	3/5/2015 10:24:57 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Enabled roaming so customer could roam on ANOTHER CARRIER while customer was still Lifeline. Customer has since then	ENABLED ROAMING / NO FURTHER TROUBLE REPORTS

				switched from Lifeline to Prepaid services.	
13	WASILLA	3/5/2015 4:45:32 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer provided Femto cell solution	FEMTO CELL
14	NINILCHIK	3/6/2015 2:47:17 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Enabled roaming so customer can roam on ANOTHER CARRIER.	ENABLED ROAMING
15	WASILLA	3/6/2015 3:03:27 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Enabled roaming so customer can roam on ANOTHER CARRIER.	ENABLED ROAMING
16	KING SALMON	3/9/2015 12:41:38 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Enabled roaming for customer which did not improve service much, customer agreed to short term solution of 6-months free service while we waited to see if upcoming network upgrades would resolve the issue. Customer has made multiple device & account changes since with no further troubles to report.	SERVICE CREDITED / NO FURTHER TROUBLE REPORTS
17	HEALY	3/27/2015 8:36:58 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	No GCI GSM coverage in Healy, but there is ANOTHER CARRIER GSM coverage for the customer to roam on to get service.	ENABLED ROAMING
18	WILLOW	3/28/2015 10:28:57 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	NO GCI GSM coverage where customer is location, enabling roaming did not help. Customer was ported back to ACS CDMA so he could have service at	SWITCHED TECHNOLOGIES

				his home address.	
19	HAINES	4/6/2015 12:04:56 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer was switched to GSM when she lives in an area unservicable by GSM. Customer switched back to CDMA in order to get service again.	SWITCHED TECHNOLOGIES
20	KENAI	4/10/2015 4:08:37 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer was switched to GSM when she lives in an area unservicable by GSM. Offered to switch customer back to ACS CDMA service but customer had gotten rid of his CDMA phones and opted to port his numbers to another carrier.	SWITCHED CARRIERS
21	PALMER	4/11/2015 4:14:40 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer gets improved signal on ANOTHER CARRIER	ENABLED ROAMING
22	WASILLA	4/14/2015 7:23:47 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	SVT/Drive test showed good signal results on all networks. Attempted to contact customer back multiple times to continue troubleshooting and left messages to contact us back if he continues to have problems.	NO FURTHER TROUBLE REPORTS
23	ANCHORAGE	4/19/2015 2:12:15 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer in known low coverage area, unable to allow customer to roam on ANOTHER CARRIER due to being in Anchorage, AK.	SOLUTION REFUSED / SWITCHED CARRIERS

				Offered to help customer switch technologies including waiving fees, customer declined and eventually ported out to ANOTHER CARRIER.	
24	WASILLA	4/20/2015 4:35:22 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer tried both GCI CDMA and GCI GSM technologies at his home and nothing worked. Switched customer to GCI GSM and enabled roaming so customer can roam on ANOTHER CARRIER and we received no further trouble reports.	ENABLED ROAMING
25	HOMER	4/20/2015 5:35:06 PM	CALLS DROPPED (DISCONNECTS)	Customer was switched to GSM and discovered her home is in a coverage hole for our GSM technology. Customer switched back to CDMA and confirmed service was working well again.	SWITCHED TECHNOLOGIES
26	FAIRBANKS	4/21/2015 2:53:36 PM	CALLS DROPPED (DISCONNECTS)	SVT/Drive test showed great signal in the area and network stats showed no degradation of service. Attempted to contact customer multiple times to go over further troubleshooting and discuss possible solutions with no success. Customer switched to	SWITCHED CARRIERS



				ANOTHER CARRIER several days before the ticket was closed.	
27	WASILLA	4/22/2015 7:04:46 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer was given credits for service issues while we were working with him to troubleshoot the issue and come up with possible solutions. Customer did not want to wait for the Femto cell solution or other solutions and ported back to ANOTHER CARRIER.	SWITCHED CARRIERS
28	ANCHORAGE	4/24/2015 12:51:22 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Offered to help customer switch technologies to CDMA to get improved service. Customer declined switching to CDMA and opted to use service as is.	SOLUTION REFUSED / NO FURTHER TROUBLE REPORTS
29	WASILLA	4/24/2015 3:52:40 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Offered customer Femto cell Solution but they do not have home internet which Femto cell requires in order to function. Customer does not want to get home internet and declined the Femto cell solution.	SOLUTION REFUSED / NO FURTHER TROUBLE REPORTS
30	WASILLA	4/28/2015 10:10:36 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer home in a known low coverage area, offered to help customer switch carriers and that we would waive all fees. Customer declined moving carriers and	SOLUTION REFUSED / NO FURTHER TROUBLE REPORTS

				kept service with us. Later on we called and left multiple voicemails offering Femto cell Solution to customer but have not received a callback from them.	
31	PALMER	4/30/2015 2:55:03 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Worked with customer to swap SIM and phone and asked him test that at home and to contact us if he still had problems, next contact was several weeks later and the customer wanted to switch carriers, waived all fees, returned phone and helped customer port to ANOTHER CARRIER.	SWITCHED CARRIERS
32	TYONEK	5/1/2015 2:46:10 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	We do not have service in Tyonek and it is an area that is unservicable by us. ANOTHER CARRIER does have service in Tyonek.	ENABLED ROAMING
33	ANCHORAGE	5/2/2015 11:13:37 AM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Original issue was a known issue with certain CDMA devices and fix was to change devices or switch technologies. Customer switched technologies to GSM service and verified everything works well.	SWITCHED TECHNOLOGIES
34	TYONEK	5/2/2015 1:27:53 PM	OTHER	Customer moved from Beluga where we have service to Tyonek where we have no service and it is an area	ENABLED ROAMING

				unservicable by us. ANOTHER CARRIER does have service in Tyonek.	
35	ANCHORAGE	5/3/2015 10:35:16 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	GSM coverage tested better than CDMA at location but was still not ideal for service, warned customer GSM may be hit or miss with the SVT results we got. Customer switched technologies from CDMA to GSM and has not reported any troubles in year plus since.	SWITCHED TECHNOLOGIES / NO FURTHER TROUBLE REPORTS
36	ANCHORAGE	5/8/2015 3:15:14 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Customer provided Femto cell Solution	FEMTO CELL
37	FAIRBANKS	5/13/2015 4:59:27 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer gets improved signal on ANOTHER CARRIER	ENABLED ROAMING
38	FAIRBANKS	5/14/2015 4:22:48 PM	CAN'T RECEIVE CALLS	Enabled roaming as part of troubleshooting. Attempted to contact customer several times and left customer multiple voicemails to contact us back to confirm resolution or if she's still having problems.	ENABLED ROAMING / NO FURTHER TROUBLE REPORTS
39	CRAIG	5/21/2015 11:26:54 AM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	We do not have GSM service in Craig, AK, we only have CDMA coverage. Enabled roaming so customer could roam on ANOTHER CARRIER while in Craig for	ENABLED ROAMING

				work.	
40	PETERSVILLE	5/21/2015 12:20:52 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	At home phone shows 3 bars of signal, but says searching, and customer is unable to place/ receive calls. Customer gets improved coverage on ANOTHER CARRIER.	ENABLED ROAMING
41	HOMER	5/26/2015 3:09:20 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customers issue is with indoor coverage only, SVT/Drive test results show good to great signal outdoors. Have recently made multiple attempts to contact the customer about getting them setup with a Femto cell device and left voicemail messages inviting them to call us to talk about getting one.	INDOOR COVERAGE
42	ANCHORAGE	5/27/2015 2:03:34 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	SVT/Drive test shows that customer is in a low coverage area. Customer provided Femto cell Solution.	FEMTO CELL
43	WASILLA	5/28/2015 3:47:06 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer gets improved signal on ANOTHER CARRIER	ENABLED ROAMING
44	BETHEL	5/30/2015 4:56:54 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer was told site move was in progress and that capacity would be increased and to give it a couple weeks and call us back if they have further problems.	COVERAGE IMPROVED / NO FURTHER TROUBLES REPORTED

45	SUTTON	6/1/2015 9:58:00 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer gets improved signal on ANOTHER CARRIER, enabled roaming so customer could roam on ANOTHER CARRIER, but he would not be able to use data. Ended up helping customer port to ANOTHER CARRIER.	ENABLED ROAMING / SWITCHED CARRIERS
46	MANLEY HOT SPRINGS	6/2/2015 3:26:30 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	We asked customer to go to a store and swap the SIM in his phone and contact us back if he had any further troubles. When we contacted him later again to follow up on the ticket he reported he had switched from prepaid to post paid services, meaning he got a new SIM, and everthing was working well.	DEVICE ISSUE
47	WASILLA	6/2/2015 4:49:12 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer barely had service while on the ACS CDMA technology, tried switching customer to GSM and found there was no signal available. Attempted to port customer back to CDMA but even still the service was mostly unusable. Provided customer refund of all services and returned phones and helped customer port to another carrier.	SWITCHED CARRIERS

48	TRAPPER CREEK	6/4/2015 5:44:49 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Customer gets improved coverage with ANOTHER CARRIER.	ENABLED ROAMING
49	ANCHORAGE	6/9/2015 4:01:59 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	When ticket was first opened we had no immediate solution to improve coverage. When the Femto cell solution came available we call him to offer and customer reported customer had greatly improved.	COVERAGE IMPROVED
50	SALCHA	6/11/2015 4:52:40 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Customer was in a known low signal area for us in Salcha, AK. We had no immediate solution to improve the coverage. Offered to waive ETF fees if customer returned phones and helped them port to ANOTHER CARRIER. Customer opted to keep phones.	SWITCHED CARRIERS
51	DOUGLAS	6/15/2015 11:51:29 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer was in a known low signal area for us. We had no immediate solution to improve the coverage. Waived ETF fees and helped customer switch carriers.	SWITCHED CARRIERS
52	ANCHORAGE	6/19/2015 7:45:37 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer switched technologies from ACS CDMA to GCI GSM and found there is no service at her home address. Offered to help customer switch technologies back to CDMA, customer	SOLUTION DECLINED

				declined solution and opted to keep the GSM service.	
53	HOUSTON	6/30/2015 11:35:48 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer in a low coverage area for us, we offered multiple solution, but customer was extremely difficult to work with and declined all solutions. We enabled roaming, but customer didn't accept that due to data not working while roaming on ANOTHER CARRIER. We offered to help refund the money on her account and help her switch carriers, but she declined that and demanded a free phone and free service. We gave her a free Android smartphone and 6 months of free service and customer kept demanding more, wanted an upgraded phone, a refund and more free service. Customer then signed up for lifeline service with ANOTHER CARRIER without talking to or informing us, disconnected customers service at that time.	REFUSED SOLUTION / DISCONNECTED

54	WASILLA	7/1/2015 4:25:21 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Customer in known low coverage area, we had no immediate solution when ticket was opened. We offered to help customer move carriers but he declined. Later we called to offer the Femto cell Solution to resolve the coverage issues and customer declined as he does not have home internet and does not want to get it.	REFUSED SOLUTION
55	EAGLE RIVER	7/1/2015 7:31:05 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer provided Femto cell Solution	FEMTO CELL
56	KETCHIKAN	7/7/2015 9:12:07 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer in dead zone for ACS CDMA coverage. Helped customer switched technologies from ACS CDMA to GCI GSM and verified service is working well.	SWITCHED TECHNOLOGIES
57	WASILLA	7/13/2015 4:22:29 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer gets improved coverage with ANOTHER CARRIER.	ENABLED ROAMING
58	PALMER	7/15/2015 1:45:20 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer in a low coverage area for us. Customer did not want to wait for the Femto cell Solution to become available. We waived ETF fees, returned phones and helped customer port out to another carrier.	SWITCHED CARRIERS



59	HAINES	7/15/2015 2:54:40 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	When we contacted customer to follow up on the issue and troubleshoot the customer reported service was working well again after the cruise ships in the area left.	SELF RESTORED
60	WASILLA	7/16/2015 10:43:36 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	When we called customer to offer the Femto cell Solution customer told us they had moved and service was working well.	MOVED
61	TRAPPER CREEK	7/21/2015 4:11:59 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer gets improved coverage with ANOTHER CARRIER.	ENABLED ROAMING
62	KAKE	7/22/2015 1:19:10 PM	OTHER	Customer in Kake, AK where we have no GSM coverage. Customer gets signal with ANOTHER CARRIER GSM coverage.	ENABLED ROAMING
63	DELTA JUNCTION	7/23/2015 5:53:03 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer gets improved coverage with ANOTHER CARRIER.	ENABLED ROAMING
64	SEWARD	7/31/2015 4:43:44 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer gets improved coverage with ANOTHER CARRIER.	ENABLED ROAMING
65	HOUSTON	8/4/2015 11:40:08 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	There was an outage at the time this ticket was created. Attempted to contact customer to see if things improved after the outage was resolved. Unable to reach customer, left multiple voicemails for them to contact	ENABLED ROAMING / NO FURTHER TROUBLE REPORTS

				us if they were still having problems and enabled roaming just in case.	
66	STERLING	8/4/2015 12:15:16 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Customers location is on the other side of a large hill from the cell site they would normally connect to. No immediate solution due to terrain issue, offered to help customer waive ETFs and move carriers but they chose to stay with us and renewed contracts as well. Invited customer to call us if issue worsens or continues after a long period of time to check and see if there are any solutions.	NO CHANGE / NO FURTHER TROUBLE REPORTS
67	WASILLA	8/4/2015 2:07:57 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer has low signal with GCI coverage, but gets much improved coverage with roaming enabled while on MTA or Verizon.	ENABLED ROAMING
68	WILLOW	8/11/2015 5:43:09 PM	OTHER	Customer gets improved coverage with ANOTHER CARRIER. However, customer did not like that data will not work while connected to ANOTHER CARRIER. Waived ETF fees and helped customer port out to ANOTHER CARRIER.	ENABLED ROAMING / SWITCHED CARRIERS

69	ANCHORAGE	8/12/2015 10:15:56 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer gets improved coverage with ANOTHER CARRIER.	ENABLED ROAMING
70	ANCHORAGE	9/3/2015 6:15:45 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer in a known low coverage area for us, unable to enable roaming as cannot connect to ANOTHER CARRIER in Anchorage. Advised customer of upcoming Femto cell Solution, customer did not want to wait and disconnected services.	DISCONNECTED
71	HOMER	9/11/2015 3:37:26 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Customer switched technologies from ACS CDMA to GCI GSM and found there is no service at her home address. Offered to help customer switch technologies back to CDMA, customer declined solution and opted to keep the GSM service.	SOLUTION REFUSED
72	ANCHORAGE	9/14/2015 10:33:39 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Swapped SIM, warranty swapped phone and enabled roaming to little affect. Customer added to FEMTO list but disconnected very shortly before the launch of FEMTO.	DISCONNECTED
73	KENAI	9/22/2015 8:39:40 AM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Customer gets improved coverage on ANOTHER CARRIER.	ENABLED ROAMING
74	WASILLA	10/5/2015 8:56:47 PM	QUALITY (DROPPED CALLS, WEAK	Customer gets improved coverage on ANOTHER	ENABLED ROAMING

			SIGNAL, ETC)	CARRIER.	
75	ANCHORAGE	10/7/2015 5:14:03 PM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	Customers line was prepaid and while we looking into it and attempting to contact the customer back the line expired and customer did not renew.	DISCONNECTED
76	CHEFORNAK	10/10/2015 11:48:20 AM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Per notes on ticket: [GCI TECH RESPLICED CONNECTIONS AT PROTIUM]. Called customer and they verified services are working well again.	OUTAGE RESOLVED
77	SAVOONGA	10/14/2015 10:08:28 AM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	There was a known major outage in Savoonga that lasted several months when this ticket was created. After outage was resolved customer verified all services were working well.	OUTAGE RESOLVED
78	ANCHORAGE	11/4/2015 3:43:55 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	We swapped phone for customer and asked her to contact us if she had any further problems. No further problems reported while the ticket was opened, but recently in June of 2016 she contacted us to report she was still having issue and we set her up with the Femto cell Solution.	FEMTO CELL
79	WRANGELL	12/3/2015 12:45:03 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer in a low coverage area for us, no immediate solutions to improve coverage. Customer	SWITCHED TECHNOLOGIES

				<p>opted to switch to a landline and verified service is working well after switching.</p>	
80	WARD COVE	12/7/2015 3:05:34 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	<p>Attempted to contact customer multiple times and left multiple voicemails to talk about and troubleshoot the problem. The customer called us later and said that services self restored and everything is working well.</p>	SELF RESTORED
81	ANCHORAGE	12/9/2015 8:09:58 PM	911	<p>Customer reported service issues that prevented her from contacting 911. Attempted to contact customer multiple times and left multiple voicemails to talk about and troubleshoot the problem. The customer called us later and said everything was working well, just to be sure we still setup a call test with local PD and verified everything was working great.</p>	SELF RESTORED
82	27MILES NORTH OF WILLOW	12/11/2015 10:35:42 AM	CRC/CPC (CANNOT RECEIVE/PLACE CALL)	<p>Called and left message with customer that we can either help him switch back to CDMA or we can try enabling roaming for him. Customer called back later to add raoming.</p>	ENABLED ROAMING

83	WILLOW	12/11/2015 3:55:22 PM	OTHER	Customer called in to accept our offer of enabling roaming. We enabled roaming and customer verified he gets improved signal when connected to ANOTHER CARRIER.	ENABLED ROAMING
84	NINILCHIK	12/14/2015 7:43:27 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer gets improved coverage on ANOTHER CARRIER	ENABLED ROAMING
85	TANACROSS	12/26/2015 1:02:35 PM	QUALITY (DROPPED CALLS, WEAK SIGNAL, ETC)	Customer gets improved coverage on ANOTHER CARRIER	ENABLED ROAMING
86	BARROW	12/28/2015 3:30:26 PM	CALLS DROPPED (DISCONNECTS)	Known major outage in Barrow, AK when this ticket was created. Ticket was rolled into master ticket and customer verified service was working well after outage was resolved.	OUTAGE RESOLVED
87	NIKISKI	12/28/2015 6:09:50 PM	ROAMING (US)	Customer is at a location that is unservicable by both the CDMA and GSM technologies with GCI, and there is no ANOTHER CARRIER coverage for roaming as they only have an LTE site in the area. Waived ETF fees and helped customer port to ANOTHER CARRIER.	SWITCHED CARRIERS

**GCI Communication Corp.**

SAC: 619014

Form 481: (500) *Service Quality Standards & Consumer Protection Rules Compliance*

GCI hereby certifies that it complies with 3 AAC 53.450 regarding consumer protection and service quality standards as adopted by the Regulatory Commission of Alaska, as well as almost all provisions of the CTIA Consumer Code for Wireless Service.

/s/ Chris Nierman

Chris Nierman

Senior Counsel, Federal Affairs

General Communication, Inc.

1350 I Street, N.W., Suite 1260

Washington, DC 20005

(202) 457-8815

**GCI Communication Corp.**

SAC: 619014

Form 481: (600) *Functionality in Emergency Situations*

Pursuant to the Commission's rules in 47 CFR §§ 54.313(a)(6) and 54.422(b)(4), General Communication, Inc. ("GCI") hereby certifies its ability to remain functional in emergency situations through the following measures:

- I. GCI has a reasonable amount of back-up power to ensure functionality without an external power source:
  - A. GCI has an active battery plant maintenance and replacement program to ensure a minimum of eight hours of battery backup.
  - B. GCI has portable generators stationed in communities with known commercial power issues and also has supplemental generators stationed at hub communities that are available for dispatch as needed.
- II. GCI is able to reroute traffic around damaged facilities in locations where there is more than one interexchange carrier ("IXC"). GCI can also deploy portable ku VSAT terminals to restore services in the event of a damaged facility where a second IXC is not available.
- III. GCI is capable of managing traffic spikes resulting from emergency situations, because it designs trunk groups with a maximum of 1 blocked call per one hundred calls during the yearly busy hour.

/s/ Chris Nierman

Chris Nierman

Senior Counsel, Federal Affairs

General Communication, Inc.

1350 I Street, N.W., Suite 1260

Washington, DC 20005

(202) 457-8815



**GCI Communication Corp.**

SAC: 619014

Form 481: (1000) *Voice Services Rate Comparability*

GCI hereby certifies that it complies with requirements set out in 47 CFR § 54.313(a)(10)<sup>1</sup> regarding pricing of voice services as follows:

The mobile voice services pricing offered by GCI is no more than two standard deviations (\$41.07) above the national urban rate (\$21.93) for voice service as specified in the April 5, 2016 public notice issued by the Wireline Competition Bureau and the Wireless Telecommunications Bureau.

/s/ Chris Nierman

Chris Nierman

Senior Counsel, Federal Affairs

General Communication, Inc.

1350 I Street, N.W., Suite 1260

Washington, DC 20005

(202) 457-8815

---

<sup>1</sup> 47 CFR § 54.313(a)(10) reads: *Beginning July 1, 2013*. A letter certifying that the pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau[.]